

Waterfront Maintenance Note Number 19**SERMC Fleet Tech Assist**

Ref: (a) COMFLTFORCOMINST 4790.3, Joint Fleet Maintenance Manual VOL VI Chapter 2
(b) CNSF Distance Support Policy message 070224ZAPR05

1. Purpose: To establish procedures for requesting Fleet Technical Assistance from Southeast Regional Maintenance Center.

2. Procedure:

a. When SERMC is the supporting area RMC as defined ref (a) and (b), Technical Assistance can be requested in the following methods:

- 1) Ship's maintenance team (Ship Superintendent, Port Engineer)
- 2) Production duty officer 904-866-7854
- 3) Command duty officer 904-591-8008
- 4) Email:
NIPRNET: clf_mypt_sermchelpdesk_mypt@navy.mil or
SIPRNET: sermchelpdesk@sermc.navy.smil.mil. If
SIPRNET net is used, notify production duty officer
or command duty officer that SIPR email was sent.

b. If uncertain as to which Regional Maintenance Center should be contacted for technical assistance, contact the Navy global distance support center (NGDSC) via 1-877-418-6824, DSN 510-428-6824, email at: www.anchordesk.navy.mil, www.anchordesk.navy.smil.mil, or help@anchordesk.navy.mil. The responsible RMC will be notified of the Technical assistance request.

3. SERMC will accomplish all maintenance actions at the lowest practical and authorized level IAW ref (a) and (b). Initial response to every technical assistance request is via distance support. SERMC will use email, chat, and telephone to conduct distance support. SERMC will determine if on-sight assistance is required with input from ship's chain of command IAW ref (a) and (b).

4. When requesting technical assistance, the following information is necessary to assist in a timely and accurate response:

- a. JCN(required) and CASREP (if applicable) numbers.
- b. Equipment identification (noun name, nomenclature, model, MK, Mod, APL, manufacturer, etc.)
- c. Equipment failure mode: detailed description of the nature of failure or casualty, including symptoms, indications, and any other information to assist in diagnosing the problem. Include digital pictures in email if possible and applicable.
- d. Repair actions taken to date.
- e. Parts status.
- f. Technical manual.
- g. Dates assist is required, provide alternate dates if possible.
- h. Location.
- i. Contact information.

5. Reference (a) is available at <http://www.submepp.navy.mil/jfmm/>.

6. Points of Contact: For further guidance or information, contact the SERMC Combat Systems Repair Officer at 904-270-5126 x3988.